

GSS13091A-Copiers, Printers and Multi-Function Devices

Questions and Answers

- 1. Is this essentially a bid for “Managed Print Services”, wherein the successful bidder will analyze your needs and submit an all encompassing proposal that will specify the type of copier or printer to be purchased for each department in order to eliminate over/under sizing and then include a proposal to operate and maintain all equipment?**

No, this is not a request for “Managed Print Services”. Please review the RFP for what the State of Delaware is requesting.

- 2. Are the responses to the previous bid public information?**

No, the solicitation was cancelled. Responses to cancelled solicitations are not retained.

- 3. Are toners, drums and other consumables a requirement for the “Monthly Maintenance?”**

All 36-Month Lease Agreements, One-Time/Short-Term 1-Month Lease Agreements and purchases that include a 36-Month Maintenance Agreement will include unlimited copies, all preventative maintenance and any other required maintenance, along with all supplies, including staples, but excludes paper.

- 4. If the state buys (outright purchase) can I assume that they will be responsible for the consumables? (If they don’t opt for the maintenance.)**

For any purchases made without a 36-Month Maintenance Agreement, the State will be responsible for acquiring Maintenance and Supplies.

- 5. Is installation a requirement with each purchase?**

Yes. Please refer to APPENDIX A, SCOPE OF WORK, 14. DELIVERY and 15. INSTALLATION PROCEDURES for delivery and installation requirements for all equipment procured under this RFP.

- 6. Can I bid purchase only with a 3yr service agreement?**

You can bid on the purchase and/or lease portion of the contract with the 36-Month Maintenance Agreement.

- 7. Do you have to bid including all supply items if you are bidding purchase only?**

Yes. The State of Delaware has the option to Purchase under this RFP with or without the 36-Month Maintenance Agreement, but the 36-Month Maintenance must be available for categories being proposed by the vendor.

- 8. I noticed you don’t have to bid all categories now?**

Correct. Vendors can bid on one, some or all of the categories within the parameters of the RFP terms.

9. Why is the State bidding for the copier contract again? The original RFP was due months ago.

In the best interest of the State of Delaware, the original solicitation was cancelled. Please be aware the current RFP has been modified from the original solicitation. Proposers are responsible for familiarizing themselves with all aspects of the current RFP.

10. Can you give me a quick tip, as per if is it worth it for us to invest time on this bid, if your state has preferences for small minority owned businesses?

We encourage all vendors that are interested to bid. We do not have preferences or additional points based on business status, but we do have an Office of Supplier Diversity that you can work with to get certified with the State of Delaware. Here is the link:

<http://gss.omb.delaware.gov/osd/index.shtml>

11. I see another copier bid hit your website and I was wondering if this is the same bid that came out in February?

In the best interest of the State of Delaware, the original solicitation was cancelled. Please be aware the current RFP has been modified from the original solicitation. Proposers are responsible for familiarizing themselves with all aspects of the current RFP.

12. Does your office have the ability to sole source contracts? My company is an SDVOB firm with an in place JV with an Alaskan Native 8a entitled. Can these be utilized in such a manner?

When appropriate, the State of Delaware may engage in sole source contracts [where a sole source scenario is appropriately documented. The information you have provided does not create a sole source condition.](#)

13. I see four postings here of the same RFP. May I know if there is any difference?

This posting was advertised under numerous UNSPSC codes. This is in an effort for maximum outreach on this contract offering. The RFP is the same in each listing and you need only submit a single proposal .

14. The document states that subcontracting is not permissible for this RFP. Page 10. Section Y – SUBCONTRACTS: Is partnering with an OEM considered subcontracting?

Subcontracting is not permitted under this contract. The State of Delaware does allow bidders to utilize the Original Equipment Manufacturer as a supplier of equipment inventory. The bidder is responsible for all parameters of the RFP terms. Outsourcing of services such as, but not necessarily limited to,, maintenance, customer service, supply replenishment, financing arrangements, or accounts receivable services are not allowed under this contract.

All other terms and conditions remain the same.

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